

POSTING DATE: July 1, 2021

CLOSING DATE: August 1, 2021



COMMUNICATIONS DIVISION MISSOURI STATE HIGHWAY PATROL

CAREER OPPORTUNITY BULLETIN

JOB ID: 1490

TITLE: COMMUNICATIONS OPERATOR TRAINEE

DESCRIPTION: The Missouri State Highway Patrol's Communications Division is conducting a statewide selection process for current Communications Operator Trainee vacancies. These positions are classified as non-exempt under the Fair Labor Standards Act. The official domicile, and locations and number of vacancies are listed below.

Troop A Headquarters
Lee's Summit, Missouri
(3 positions)

Troop E Headquarters
Poplar Bluff, Missouri
(3 positions)

Troop I Headquarters
Rolla, Missouri

Troop C Headquarters
Weldon Springs, Missouri

Troop F Headquarters
Jefferson City, Missouri

There are not currently openings at all troop headquarters, therefore, if interested in one of the following locations, please apply. A hiring register will be maintained in the event that an opening becomes available.

Troop B Headquarters
Macon, Missouri

Troop G Headquarters
Willow Springs, Missouri

Troop D Headquarters
Springfield, Missouri

Troop H Headquarters
St. Joseph, Missouri

POSITION SUMMARY: The employee performs full functioning communications work by handling radio traffic both to and from patrol units and other law enforcement agencies; answering incoming emergency and nonemergency telephone calls from the public and other law enforcement entities; works both broadcast and desk operations entering, retrieving and disseminating information in the Missouri State Highway Patrol computer system (MULES) and associated computer systems (NCIC, NLETS, DOR, REJIS). Employee may be involved with performing the operation, maintenance, and construction of the key components utilized throughout the Patrol's radio network. The work is performed under close supervision of a Communications Training Officer and/or designated supervisor. The employee is required to perform shift work (e.g., evenings, midnights, weekends, and holidays).

Click [HERE](#) for a more detailed job description.

SALARY RANGE (Semi-monthly): The starting salary is \$1,864.00.

TESTING AND INTERVIEW PROCESS: The testing consists of two examinations: The PRE Communications Assessment (position compatibility) and CritiCall (skills and abilities related to dispatching). The CritiCall examination is tentatively scheduled to be made available to applicants electronically from **August 6, 2021, through August 12, 2021**. The PRE Communications Assessment examination is tentatively scheduled to be made available to applicants electronically from **August 13, 2021, through August 19, 2021**. Applicants meeting position qualifications will receive examination invitations via email. Upon successful completion of both CritiCall and the PRE Communications Assessment examination, interviews will be conducted virtually and are tentatively scheduled for the week of **August 30, 2021**.

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APPLICATION PROCEDURE: Individuals, including current Patrol employees, interested in a Communications Operator Trainee position must visit our website at www.mshp.dps.mo.gov to complete and submit an [application for employment](#) and typing test ([Typing Pro Test](#)) prior to the application deadline. Resumes will not be accepted in lieu of the application. Individuals who have previously completed an application must access their profile in the system to re-apply.

QUALIFICATIONS: Possession of a high school diploma or equivalent. Also, it is desired the applicant have two years experience and/or education in mass communications; criminal justice; broadcasting; law enforcement; military police or communications; emergency services dispatcher, telecommunicator, or call taker; air traffic controller; technical expertise; amateur radio "technician class" or higher class radio license; etc. and must meet the qualifications outlined in Section 43.060 RSMo.

Must be able to type at least 25 wpm, after adjustment for errors, on a standard computer keyboard.

NECESSARY SPECIAL REQUIREMENTS: Must be a resident of Missouri at the time of appointment and must maintain that resident status.

Must be at least twenty-one years of age at the time of appointment.

Must obtain and maintain MULES and NCIC certification within six months of appointment.

Must be able to successfully complete the first available three-week Basic Communications Operator Trainee training course as approved by the Superintendent of the Missouri State Highway Patrol in Jefferson City, Missouri.

Must successfully complete an eighteen-month training period.

Must be of good character and never been convicted of a felony or any crime involving moral turpitude.

To be eligible for employment with the Patrol, applicants must meet all dress and appearance requirements. Click [HERE](#) for more details about dress and appearance requirements.

ADDITIONAL INFORMATION: Final selection may be based upon several factors, e.g., results of an oral interview, written examination or exercise, review of past work performance, performance evaluations, and/or candidate's possession of the knowledge, skills, and abilities deemed necessary for successful performance in the job.

Once a job offer has been made, employment with the Missouri State Highway Patrol is contingent upon the successful results of a background investigation and Patrol administered drug test. The Missouri State Highway Patrol is a Drug Free Workplace.

Some Patrol duties relate to criminal activity. Therefore, employees may be exposed to written material, photographs, and/or verbal language of a sexual nature. The requirements of this position are not intended to create a hostile work environment; however, it is work of an extremely sensitive nature. A copy of the Missouri State Highway Patrol policy on sexual harassment is available upon request.

EEO STATEMENT: The Missouri State Highway Patrol is an equal opportunity employer. All qualified applicants will be considered for employment without regard to race, color, religion, sex, age, national origin, veteran status, ancestry, sexual orientation, or disability.

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